

If someone has had a bad experience with a particular company, they should definitely ask to be removed from that company's calling list. Otherwise telemarketing shouldn't be subjected to much harsher restrictions because if the company is above board, quality checks are in place so the customer knows exactly what they're agreeing to.

The telemarketing industry feeds a lot of people and is almost exclusively free of bias in hiring. I have been in the industry for 19 years and have seen remarkable changes. If consumers didn't want what was being sold, why would it be a multi-million dollar business? The telemarketer should just be trained to recognize the difference between a buying sign and a down and out refusal.